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# SOURAV CHAKRABORTY

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Flat – X4; Block 5; Society- Sapphire Garden  
Rajarhat, West Bengal, India



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25<sup>th</sup> MARCH 1985

## SUMMARY

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I have more than 12 years of hands-on experience in **Front Office Operations**. I would like to grow by gaining and sharing knowledge and experience for mutual benefit to all concerned, including our guests/ clients, and create a team of assets to achieve organization's goals and operational excellence.

## CORE COMPETENCIES

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- Recruiting, training and supervising staff
- Managing and supporting P&L in accordance with best practices
- Maintaining statistical and financial records such as service recoveries, upselling, cross selling
- Handling customer complaints and queries
- Communicate with customers (welcome them in the facilities, address their complaints, find solutions to problems, offer information etc.)
- Inspect facilities regularly and enforce strict compliance with health and safety standards.
- Strict control over room keys
- Collaborate with external parties such as vendors, travel agencies.
- Deal with maintenance issues, along with scheduling effective PPM plan with coordinating with HK department.
- Assists to implement consistent guest recognition programme

## PROFESIONAL EXPERIENCE

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2022 – 02 to Present

**Front Office Manager**  
[Novotel Chennai Chameirs Road](#)

2016 – 11 to 2019 – 02

**Assistant Front Office Manager**  
[Jumeirah Vittaveli Maldives](#)  
**Front Desk Manager**  
[Jumeirah Vittaveli Maldives](#)

2016 – 01 to 2016 – 10

**Senior Duty Manager**  
[Novotel Kolkata Hotel & Residences](#)

2015 – 06 to 2015 – 10

**Front Office Manager**  
[Airways Hotel Port Moresby, Papua New Guinea](#)

2012 – 09 to 2015 – 06	<b>Night Manager</b> <a href="#">Hyatt Regency Gurgaon</a> <b>Assistant Manager Front Office</b> (pre-opening) <a href="#">Hyatt Regency Gurgaon</a>
2012 – 02 to 2012 – 08	<b>Front Office Executive</b> <a href="#">Crown Plaza Today Gurgaon</a>
2006 – 09 to 2011 – 11	<b>Front Office Team Leader</b> <a href="#">Hyatt Regency Kolkata</a> <b>Guest Service Associate</b> <a href="#">Hyatt Regency Kolkata</a>

## ACHIEVEMENTS

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- Certified and achieved 100% from E Cornel online training sponsored by the resort on **Addressing Workplace Behavior issue**
- **No 2** in the entire group of Jumeirah hotels worldwide in regards to check-in and check-out scores 2019
- **LQA/Mystery** shopper audit has been consistent with 90%++ scored by overall Front Office. During my last audit FO scored **97% (Check-in/Check-out/Transportation) 100%**. Hence, achieved the yearly target of 92% overall as a resort 2019
- Consistency in maintaining **data quality** report and has been in top 03 entire group of Jumeirah hotels 2019
- Effective tracking and maintain the **service recoveries** cost control as per P&L report
- Conducting effective departmental **communication meeting** along team outing on monthly basis to enhance team productivity and as well effective communication within the team
- **Effective** managing the inventory to avoid overbooking on day-to-day basis
- Structured training and briefing within team implemented to enhance guest experience and as well as effective communication within the team
- Managing colleague's vacation plans and ensuring maintaining the **Balance Score card** set by the Mgmt.
- Certified departmental **trainer** on Hyatt on skills

## EDUCATION

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Diploma in Hotel Management - 2006

[NSHM Academy, Durgapur](#)

Higher Secondary or Intermediate -2003

[B S College, Bhagalpur, Bihar](#)

Computer and software knowledge

[Microsoft Office - Excel, Word, Power Point, Opera](#)

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